Triple Minds

Consulting | Development | Marketing

Dedicated EV charging management software & app company

tripleminds.co
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White-Label EV Charging Station Management Solution

A complete CSMS / CPO platform — a driver app, an operator dashboard, and a master admin console — deployed under your brand, paid into your accounts, with your data. Built and delivered by Triple Minds.

tripleminds.co/white-label/ev-charging-station-management-solution

OCPP 1.6J & 2.0.1 | Multi-brand | Mobile + Web PWA | Open API | No lock-in

Signature feature: automatic refund in 60–120 seconds

Prepaid a charge but used less? The unused balance is returned to the original payment method automatically — no request, no waiting — with a measured service-level audit trail.

Three ready-to-brand experiences

Customer App

Find stations, scan-to-charge, wallet, loyalty, receipts — Vietnamese-first.

Operator Dashboard

Run the network: live monitoring, remote OCPP control, sessions, revenue.

Master Admin

Platform oversight: every operator, analytics, finance, roles & 2FA.

Request your free demo

See the whole platform live in 30 minutes — including the 60–120s auto-refund, end to end.

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DEDICATED EV CHARGING SOFTWARE & APP COMPANY

Triple Minds is a dedicated EV charging management software and app company. We design and build the platforms that power charge-point operators — from the driver's mobile app to the operator control room and the platform-owner console. Our focus is singular: production-grade CSMS / CPO software that speaks OCPP to any charger brand, moves money safely, and gives operators full control of their network, their payments, and their data. We deliver it white-labelled, so you launch under your own brand — fast.

The opportunity

EV adoption across Vietnam and the region is accelerating, and charge-point operators are racing to build networks. But the software behind them — protocols, payments, refunds, apps, operations — takes years to build in-house. Triple Minds gives you a proven, white-label platform you deploy under your brand today.

What we deliver

- **End-to-end CSMS/CPO software**
  One system powering the customer app, the operator dashboard, and the master admin console.
- **White-label, your brand**
  Your name, logo and colors across every surface and receipt — live from day one.
- **Any OCPP charger**
  Multi-brand support on OCPP 1.6J and 2.0.1; new hardware links automatically on first boot.
- **You own everything**
  Direct payment settlement to your accounts, full data export, and no vendor lock-in.

60–120s	1.6J + 2.0.1	3	100%
auto-refund SLA	OCPP, live	branded consoles	your data & payments

This document

A guided tour of the platform — with dedicated deep-dives into the Customer App, the Operator Dashboard, and the Master Admin console. Learn more at tripleminds.co/white-label/ev-charging-station-management-solution

The feature customers remember

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Example

A driver prepays 200,000 « via MoMo, charges 80,000 « of energy, and stops. The system automatically returns the unused 120,000 « to the same MoMo account — with no refund request.

How the auto-refund works

Scan & prepay
The driver scans the connector QR, picks an amount, and pays through their chosen rail.

Charge
The charger starts over OCPP; live meter values bill against the tariff, auto-stopping at budget.

Stop & settle
On stop, final cost is computed and the unused balance is refunded synchronously to source.

Guarantee & audit
A watchdog retries, alarms past the SLA, and stores each refund's measured completion time.

A service level you can put in a contract

Refund initiation within 5 seconds is guaranteed by the platform; completion within 120 seconds on e-wallet rails under normal provider operation. Proposed SLA: 99.5% of refunds completed "d 120s, with automatic retry and operator alarms on breach.

Payments built for Vietnam

E-wallets & QR
MoMo, ZaloPay, VNPay and VietQR bank transfer — the rails your customers already use.

Cards & mobile pay
Apple Pay and Google Pay via acquirer, for tourists and premium users.

Wallet & RFID
A prepaid wallet backs tap-to-charge RFID cards and in-app payments.

Direct settlement
Merchant accounts in your name — revenue settles directly to you; we never touch funds.

A charging app your customers will love

White-labelled to your brand, installable as a mobile app, and fully localized in Vietnamese and English.

Discover

Real-time station search
By city or name, with live availability, maximum power and price per kWh.

Smart filters
Connector type, available-now, near-me distance sorting, and saved favorites.

Rich station detail
Chargers, connector types, live status, tariffs, facilities and opening hours.

QR deep-links
Scanning a printed connector QR opens the app straight to that connector.

Charge

QR-code charging
Scan the connector QR, prepay, and the charger starts automatically.

Remote start / stop
Begin and end the session from the phone — no fumbling at the unit.

Live session view
Energy, power, battery %, running cost and the projected refund, in real time.

Auto-stop at budget
Charging stops when the prepaid amount is reached — no overspend.

Resume banner
Close the app mid-charge and a banner brings you straight back to the live session.

Charge-time estimator
With a saved vehicle, the app estimates charge time and battery gained before you pay.

Reserve

Reservations
Hold a connector before arriving (OCPP ReserveNow); the reserved slot honors your start.

Notify-me-when-free
At a busy station, get a push the moment a connector frees up.

Installable & offline-ready

A Progressive Web App — installs on iOS and Android with no app-store gate, keeps an offline app shell, and updates instantly. Dark mode included.

Customer App — pay, save & manage

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Pay & save

Flexible prepay
Amount presets and a choice of payment rail on every session.

Wallet & auto top-up
Top up by e-wallet/QR and auto-refill when the balance runs low.

Promo vouchers
Apply percentage or fixed-amount promo codes at checkout.

60–120s auto-refund
The unused balance returns to source automatically after the driver stops.

Loyalty points & tiers
Earn points per kWh, climb tiers, and redeem points for wallet credit.

Referrals
Invite friends; both sides earn wallet credit on the friend's first charge.

Manage

Vehicle profiles
Save each car's battery and connector for accurate estimates and compatibility.

Transaction history
A clear wallet ledger of top-ups, charges and refunds.

Notifications inbox
Charging updates, refunds, promotions and support replies, with an unread badge.

E-receipts & VAT invoices
Every session has a receipt; issue a compliant VAT e-invoice with tax code in one tap.

Profile & preferences
Edit details, set notification opt-outs, manage RFID cards.

Fleet post-paid
Corporate drivers charge on their company account with no prepayment.

Trust & language

Privacy & data control
Download all personal data or delete the account — aligned with PDPD (Decree 13).

In-app support
A localized FAQ plus a contact form that reaches your support desk.

Vietnamese-first, EN toggle
Native Vietnamese with a one-tap switch to English throughout.

Secure sign-in
Phone + OTP login with rotating session tokens.

Operator Dashboard — monitor & control

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The daily control room for your operators

Everything an operator needs to keep chargers running and revenue flowing — scoped strictly to their own network.

Monitor

Live KPI dashboard
Chargers online, charging now, active sessions, today's revenue & energy, open alarms.

Refund-SLA panel
Live share of refunds completed within 120s, with average and max timing.

Live sessions board
Every active session with energy, power, running cost and status.

Recent alarms feed
Faults, refund-SLA breaches and lost heartbeats surfaced in real time.

Control chargers (over OCPP)

Remote reset & unlock
Soft/hard reset and connector unlock without a site visit.

Availability & config
Change availability, read and set configuration, trigger status messages.

Remote start / stop
Start or stop any session centrally.

Firmware & diagnostics
Push firmware/OTA updates and request diagnostics; track firmware status.

Onboard hardware

Pre-register chargers
Provision a charger before it ships; it auto-links on first boot — no code changes.

Bulk import
Add many chargers at once from a simple CSV list.

Commissioning
Mark chargers commissioned once field-tested and signed off.

Multi-brand
ABB, Autel, Star Charge, Kehua, Sinexcel and any OCPP-compliant unit.

Operator Dashboard — run the business

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Sessions & finance

Session history
Full history with status filters and force-stop for stuck sessions.

Payments & refunds
Every payment and refund with its measured SLA timing.

VAT invoices
Browse all invoices issued on the operator's network.

CSV export
Export sessions, payments and customers for accounting.

Network operations

Reservations
View and cancel connector reservations across the network.

Load management
Cap a station's total power; the platform fair-shares it across active cars.

Alarms triage
Acknowledge and resolve faults, heartbeat losses and SLA breaches.

Printable QR posters
Generate branded, laminate-ready QR posters per connector.

Customers & integration

Customer list
Drivers who charged on the network, with sessions and lifetime spend.

Webhooks
HMAC-signed event feeds to the operator's downstream systems.

Tenant isolation
Each operator sees only its own stations, chargers, sessions and customers.

Data export
Full CSV/JSON export of the operator's own data.

Multi-tenant by design

Run sub-operators or franchisees as isolated tenants — each with its own portal key, its own network, and its own scoped data — all under your master oversight.

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Platform-owner control over every operator

The command centre for you, the platform owner: total visibility, analytics and finance across all operators.

Oversight & operators

Platform overview
Global totals plus every operator side by side — revenue, chargers online, live sessions.

Operator management
Create tenants (auto-issues a portal key), edit, suspend, rotate keys, off-board.

All assets
Every station and charger across operators; reassign, register and decommission.

All finance
Platform-wide sessions, payments and refunds in one place.

Analytics & reliability

Reports
Daily revenue, energy and session charts, payment-method mix, station performance.

Live network map
All stations plotted with live status and today's revenue.

Utilization heatmap
Sessions by hour-of-day and station to reveal peaks and quiet sites.

Uptime & reliability
Per-charger uptime % and disconnect counts, worst-first, over any window.

Finance controls

Manual / goodwill refunds
Issue a refund against any payment via the same engine, fully audited.

Tariff management
Create and reprice tariffs; assign them per connector.

Time-of-use pricing
Peak / off-peak windows by hour and weekday to shape demand and margin.

Wallet adjustments
Credit or debit a customer wallet with a reason, and notify them.

Master Admin — control & govern

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Access & security

Role-based admins
Named accounts with roles: owner, finance, ops, support, read-only — writes are role-gated.

Two-factor auth (TOTP)
Optional authenticator-app 2FA per admin account.

Immutable audit trail
Every privileged action logged with actor, target and timestamp — and exportable.

Break-glass master key
A superuser key for emergency access, separate from named accounts.

Growth & customers

Promo vouchers
Create percentage or fixed-amount codes with limits and expiry.

Fleet / B2B accounts
Corporate post-paid credit, member drivers and consolidated monthly statements.

Customer management
Drill-down, block/unblock, issue RFID cards, and broadcast announcements.

Support inbox
Read and reply to customer messages; replies land in their app inbox.

Fleet ops & integration

Firmware / OTA & bulk
Push firmware and bulk-import chargers across the whole platform.

Raw OCPP traffic
Inspect live protocol messages per charger for troubleshooting.

Webhooks & deliveries
Register signed webhooks and review the delivery log.

Full data export
Export every table (17+) as CSV/JSON — you are the data controller.

Total control, full accountability

The master console gives you complete authority over the platform — and records every action, so oversight and governance are built in, not bolted on.

Built on open standards, owned by you

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Open, standards-based, and future-proof

- **OCPP 1.6J & 2.0.1**
  Both live, negotiated per charger; OCPP 2.1 and OCPI roaming on the roadmap.
- **Multi-brand by design**
  Any conformant charger connects without code changes.
- **Smart charging**
  Site power caps enforced via per-session OCPP charging profiles.
- **Open API & webhooks**
  Versioned REST API and HMAC-signed webhooks for every event.
- **Own & export all data**
  Full CSV/JSON export plus database dumps — no lock-in.
- **Migrate freely**
  Move a charger by repointing its OCPP URL — no hardware swap.

How it fits together

DATA FLOW

Chargers — any OCPP brand ▶ **CSMS Platform** — by Triple Minds ▶ **Apps & API** — app · dashboards · webhooks ▶ **Your accounts** — direct settlement

Runs on your Vietnamese cloud or on-premises — a dedicated instance under your administration.

Secure and compliant

- **Role-based access + 2FA**
  Named admins, least-privilege roles, TOTP and a full audit log.
- **Data residency**
  Deployable on Vietnamese cloud (Viettel, FPT, VNG) or on-premises.
- **PDPD (Decree 13)**
  Consent-aware data model with per-user export and deletion.
- **E-invoicing (Decree 70)**
  Structured VAT invoices ready for a licensed provider hand-off.

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Why operators choose us

You are in control

A dedicated instance under your administration. You hold admin root, open your own merchant accounts, and receive every payment directly.

White-label, end to end

Your name, logo and colors across the app, operator dashboard and receipts — ship under your brand from day one.

No lock-in, ever

OCPP means migrating a charger is just repointing its URL. With full data export, you are never trapped.

Proven & complete

Every feature in this brochure is implemented and demonstrable today, backed by an automated end-to-end test suite.

From demo to network in three steps

1

Free demo

We show the live platform and the auto-refund flow, tailored to your brands and rails.

2

Pilot

We integrate your payment rails, certify 2–3 charger brands, and deploy 5–10 stations in 8–10 weeks.

3

Scale

Roll out across your network — your branding, your data, your control.

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Launch your EV charging network with Triple Minds

We are a dedicated EV charging management software and app company. Bring your charger brands, your payment rails and your ambition — we bring the platform.

Ready to launch your charging network?

Book a free, no-obligation demo — tailored to your charger brands and payment rails.

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Talk to us

Email	**sales@tripleminds.co**
Website	**tripleminds.co**
Solution	**tripleminds.co/white-label/ev-charging-station-management-solution**

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